



CLASS SPECIFICATION

6/14/07

HUMAN RELATIONS ADVOCATE, CODE 9207

Summary of Duties: Performs responsible staff work involved in facilitating activities within a complex network of City departments, other governmental agencies and community-based organizations;

Distinguishing Features: The primary responsibility of a Human Relations Advocate is to develop and coordinate, facilitate and offer advice pertaining to special projects and/or programs involving collaborative efforts involving various City departments, other governmental agencies, nonprofit organizations and the community-at-large.

Examples of Duties:

- Assists in analyzing community conditions and needs.
- Identifies conditions which could lead to crimes against persons based on race, gender, sexual orientation, ethnicity, socio-economic, nationality and religion;
- Coordinates activities with supervisor and with responsible law enforcement agencies, community organizations, etc.;
- Prepares reports based upon investigations;
- Under direct supervision, implements a proactive program, as required, to enable neighborhood, community, religious groups and others to work collaboratively to reduce tensions through conflict management techniques;
- Networks with community organizations, school administrators, business associations, community leaders, et al. to gain an understanding of the community;
- Establishes dialogues with appropriate groups, individuals and/or neighborhoods, under direct supervision, to help plan and execute community activities, events and programs designed to reduce violence, resolve disputes and increase both understanding and respect;
- Help to identify and apply the City's human relations policies at the neighborhood level and in meetings with conflicting people, organizations and groups;
- Adheres to strict safety procedures in the use of equipment, facilities and supervision of staff and volunteers in the field;
- Operates automobile, projectors, fax machine, telephone and personal computer; etc;
- Has daily public contact with community leaders, non-profit organizations, elected officials and their staff members;
- Coordinates with the Los Angeles Unified School District and independent school administrators in scheduling programs and logistical requirements for special school-based human relations trainings;
- Monitors contract deliverables for special programs;
- Develops and researches within an assigned policy area;

- Plans, develops and implements programs that foster positive attitudes, behavioral patterns and improved relationships among all groups;
- Advises community leaders regarding resources and programs that might help to reduce tension and conflict;
- Advises and intervenes appropriately when there are community problems rooted in human relations issues;
- Investigates incidents of intergroup conflict or acts of hate; and
- Conducts research and writes reports on field activities, etc.

Qualifications:

Knowledge of:

- Theory, principles and practices of human dynamics;
- Local, State and Federal laws and regulations and other sources regarding human relations matters;
- Legislative process;
- The principles of City planning;
- Community-based organizations;
- Event planning;
- Conflict management and negotiations;
- Intergroup relations and addressing human relations issues and problems resulting from prejudice, discrimination and intolerance;
- Facilitation theories.

The ability to:

- Analyze situations accurately and adopt effective courses of action;
- Speak effectively before individuals and groups;
- Read, analyze, and act upon complex authoritative documents;
- Resolve conflicts and deal with complaints in a timely and effective manner, vis-a-vis the public, Neighborhood Councils, and various community-based and/or nonprofit organizations;
- Prepare and present clear, complete, and concise written and oral reports using proper language and correct English grammar in a logical and convincing manner;
- Deal tactfully and effectively with City officials and their staff members, Commissioners, department managers, outside agencies, and community members;
- Establish, maintain, and cultivate contacts and productive relationships with outside agencies, foundations, employers, and possible sources of grant funding;
- Research policy issues.

Minimum Requirements:

1. Graduation with a degree from a recognized four-year college or university; **and**
2. Two years of full-time paid professional experience, including working with community-based organizations and/or multi-ethnic communities in the areas of improving intergroup relations, addressing human relations issues and problems resulting from prejudice, discrimination and intolerance; **or**

3. Four years of full-time paid professional experience developing and/or providing direct program services in any of the above areas of expertise.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.6 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of this position shall be.